Example of Workshop Results

Standard Element	Current Practice	Stakeholder View	Recommended Standard	Peer Benchmark	Financial Impact	Operations Impact
Service Design Standards						
Hours of Service	Weekdays: 6:00 am to 7:00 pm Weekday Eve: 7:00 pm to 11:00 pm Saturday: 7:00 am to 7:00 pm Sat. Evening: 7:00 pm to 11:00 pm Sundays: 9:00 am to 7:00 pm	later service required more weekend service required	**Core Service** Weekday 6:00 am to 10:00 pm Saturday 7:00 am to 7:00 pm Sunday 8:00 am to 7:00 pm **Non-Core Service** Weekday Evenings from 10:00 pm to finish based on boardings performance Weekend Evenings: from 7:00 pm to finish based on boarding performance	No consistent standard Typically set hours based on current operation		Additional operating hours on Sunday AM; Potential additional hours Sunday PM, depending on demand
Frequency of Service	Weekday: 20 minutes or 30 minutes Evening: 40 minutes Sunday: 40 minutes	Consistent schedule 30 minutes minimum 15 minutes in peak preferred	**Core Service** 30 minutes minimum on all routes **Non-Core Service** Evenings: minimum 60 minutes Additional service based on loading standard	Typically 30 minutes all day; or 30 minutes day/60 minutes late Some 15 minutes peak	 based on current hours of service	Current schedule change to make all routes 30 minutes
Route Performance Standards	New standard	Performance assessment should be ridership based	Boardings per hour (bph) thresholds set for each route type and period, ranging from 8 bph for community routes to 45 bph for express	Typically cost-recovery based		None
Vehicle Loading Standards	150 percent of seating capacity	1.33 to 1.5 OK	Specific vehicle standards developed, based on approximate 150 percent seating, adjusted for different seating configuration	125 to 150 percent typical, or specific limit on standees		None
On-Time Performance	O minutes early, 3 minutes late	Never early Up to 3 minutes late Schedule info at stops	0 minutes early to 3 minutes late sufficient time points to permit planning	0 to 3 minutes most common		Additional time points may be required in schedule
Travel Time	No standard	30 minutes for typical trip, maximum 45 minutes	Schedules to permit 75 percent of trips in 30 minutes, 95 percent in 45 minutes	Not commonly used		May require route changes or additions

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Route Design Standards						
Walk Distance	450 metres to residential areas	Maximum 5-minute walk typical 3 minutes for seniors	Service considered where walk distances are exceeded: 400 metres for 95 percent or residences 250 metres for higher density 200 metres for major seniors residences and activity centres 750 metres for employment areas	00 or 450 metres common, some have lower threshold for seniors		Standard will require new service to industrial area; may require additional evening coverage
Route Directness	No standard	Travel time should be as short as possible	Local Routes 1.1 to 1.25 times direct distance Express: 1.0 in express portion Community: 1.25 to 2.0	Not common		Some route modifications may be required
Route Deviations	No Standard	Travel time should be as short as possible	Must attract net new passengers > 25 percent of passengers inconvenienced	Not common		None
Bus Stops	250 metres spacing	Accessible, clean, customer information, shelters in major or windy locations	Maximum spacing 250 metres, spaced to achieve walk distance standard; additional information in guidelines	250-metre spacing, few have shelter warrant		Some stops may be relocated (minimal cost)
Other Customer Service Standards						
Service Reliability	No standard	Reliability is crucial, especially with long headways	100 percent of scheduled trips to be delivered	Typical		None- standard typically met
System Cleanliness	No standard	Vehicles and shelters must be clean and attractive	All vehicles washed (external) and swept daily; though internal cleaning quarterly Shelters maintained through 3rd party contract	Typical		Some additional cleaning may be required, especially shelters
New Service Introduction						
New Routes	6-month trial	New services require more time to succeed	12-month trial, meet 25, 50, 75 and 100 percent of route performance standards in each quarter	6 to 12-month trial common		Additional trial period may be necessary
New periods of operation	12-month trial		12-month trial, meet 33, 66 and 100 percent of route performance standards in each 2-month stage			None

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Performance Measures						
Ridership – boardings	No standard – 36 current	Performance should be measured on ridership 45 percent to 50 percent R/C is acceptable	Minimum 35 boardings per hour, target 40	R/C most common, typically 45 to 50 percent		Costs typically in line with continuous quality improvement, in pace with population
Ridership – per capita	50 passengers per capita					
Amount of Service	No standard – 1.15 current		Minimum 1.10 hrs/capita, target 1.25			
Cost Recovery	50 percent – 43 current		Minimum 40 percent, monitoring measure only			
Handi-Bus Standards						
Hours of service	7:00 am to 7:00 pm , no Sunday	Additional service required	Adopt similar standard as conventional, review when accessible taxis available	Similar hours common		Additional operating hours required
Travel Time	No Standard	Should be similar to conventional	Maximum 30 minutes on-board for 65 percent of trips, 45 minutes for 90 percent	Varies with city size, trip length		Additional hours/vehicles may be required
On-Time	Plus or minus 5 minutes of arranged time	Longer wait acceptable if reliability improves	Plus or minus 10 minutes of arranged wait time	Plus or minus 15 minutes common		Additional trips likely to be scheduled, cost per trip would decline
Cleanliness	No Standard – anecdotally better performance than conventional	Similar to conventional	Similar to conventional	Typical		None
Other Guidelines						
Area Density	500 residents or employees per km	No discussion	As a guideline, much higher densities need to be encouraged			
Bus Stops	Far side stops	More shelters, schedule information, more shelters	Shelters at all terminals and transfer points, major boarding locations and seniors areas, and bad weather locations Hierarchy of stops defined, with specific amenities for each			
Accessibility	No standard, low floor fleet under development	System accessibility, city access, better snow clearing	Need program for city-wide barrier free design Improved driver training Public awareness			

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